



Medical Transportation Management (MTM) West Virginia BMS 2017



Overview

- Introductions and Welcome
- Introducing MTM
- Reservation Information
- Expectations
- Quality Assurance
- SMP



Introductions

- **James Stafford**
 - Assistant Program Director

- **Erica Byrd**
 - Customer Service Center Manager

Welcome

- MTM is the Non-Emergency Medical Transportation (NEMT) Manager for West Virginia BMS
- MTM assists West Virginia BMS to reach their goal of improving health and well-being of Members and providing efficient, reliable and safe transportation

INTRODUCING MTM

Meet MTM

- **West Virginia BMS**



MTM Culture



Support Teams

Network Management

Works directly with our transportation providers

Care Management

Manages high level needs for members and standing orders for dialysis

Training Team

Engaging and interactive training of transportation providers, external stakeholders as well as all internal staff

Ambulance and Stretcher

Members require medical attention or monitoring during transport

Quality and Compliance

Dedicated to not only meeting but exceeding industry standards

Meet MTM

- Managing NET since 1995
- Certified Woman Business Enterprise
- Headquartered in Lake St. Louis, MO
- Family-owned & operated
- 2,500 employees nationally
- 1,250 transportation providers nationally

removing
barriers
for individuals
attempting
to access
healthcare and
community
services



16 million

Trips Scheduled
Annually

97%

Member Satisfaction
(Scheduling/Phone)

10 million

Members Served
Annually

10

Call Centers
(NEMT)

1,250

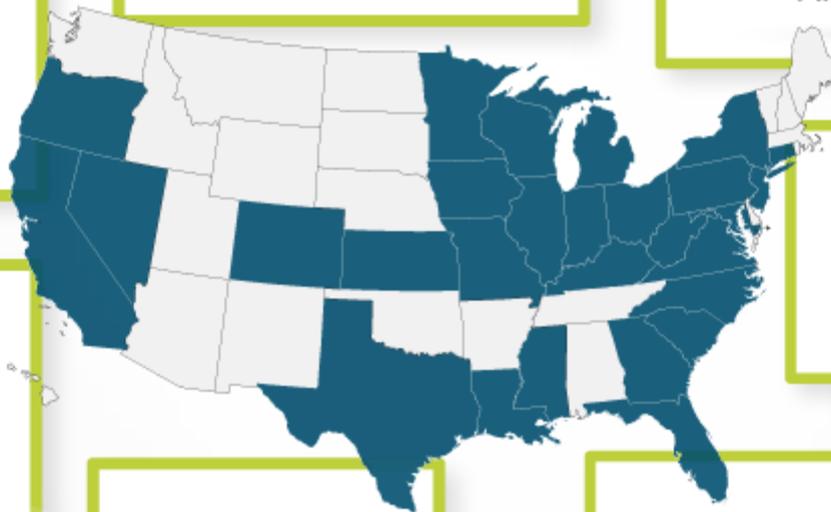
NEMT Providers

26

States + DC
Service Area

8 million

Calls Handled
Annually

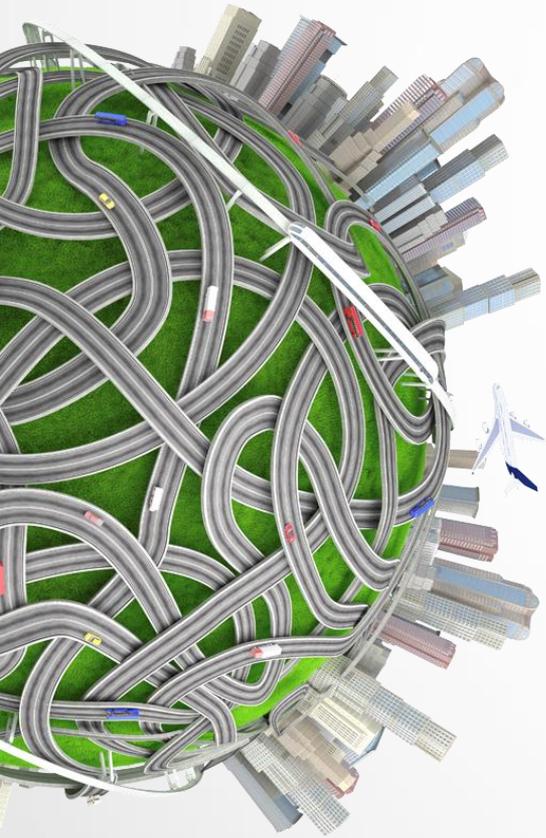


RESERVATION INFORMATION

Eligibility

- MTM receives eligibility file from health plan
- If not eligible—MTM will verify eligibility with health plan

Modes of Transport



- Public transportation
- Ambulatory
 - Sedan
 - Van
 - Taxi
- Wheelchair lift van
- Gas Mileage Reimbursement (GMR)
- Ancillary Services

Gas Mileage Reimbursement (GMR)

- Members must call in trip prior to appointment and obtain trip number to add to trip logs
- Trip logs are available online at www.mtm-inc.net/mileage-reimbursement or can be mailed to Member's home
- Member will submit trip logs within 60 days of appointment
- Medicaid Members will receive GMR at \$.47 per mile
- Members will receive payment on MTM Re-Loadable

Level of Need Process (LON)

- Determine most appropriate mode of transport
- MTM obtains doctor's name, phone number, and fax number
- LON auto-generated doctor most aware of Member's condition
- Two week temporary certification at requested mode

Additional Passengers

- One additional medically necessary attendant is allowed
- Single caregiver—
Health Plan authorizes MTM to transport minor children as passengers



Routine Appointments

- Appointment that doesn't require Members to be seen right away
- It is required that reservations are scheduled within the health plan's days of notice prior to the appointment
 - **West Virginia BMS: 5 business days**

Urgent Appointments

- Member doesn't need to call 911, but still needs to be seen:
 - Chemo/radiation
 - Dialysis
 - Hospital Discharge
 - Surgical follow-up

Recurring Trips (RTPs)

- RTPs may be scheduled by Member or facility staff
 - Dialysis: six months
 - Other: three months

Transportation Request Numbers

West Virginia BMS

Trip reservations:

1-844-549-8353

Where's my ride:

1-844-549-8354

**Reservation Line for Deaf
and Hearing Impaired
(TTY): 711**



Member calls MTM



CSR enters member information into system



CSR verifies eligibility & special needs



Trip dispatched to Transportation Provider



Mode of transportation determined based on special needs, pick-up/drop-off locations & appointment type



Trip completed by Transportation Provider



Transportation Provider submits claim information (trip details & signature) online

What Information is Needed

■ Required Information

- Member's name, address, phone number and Medicaid number
- Any special needs the member may have that will need to be accommodated
- Type of appointment
- Time Member needs to be picked up to return home, if known
- Date and time of appointment
- Medical provider's name, address and phone number

EXPECTATIONS

Expectations

- What to expect at the time of the call
 - A recap of all information taken during the call
 - Name of transportation provider
- What do expect the day before an appointment
 - Member can expect a call from transportation provider confirming pick-up time
 - If Member does not receive a call to confirm pick-up time, Member should contact MTM
- What to expect the day of the appointment
 - Member is encouraged to be ready to board vehicle when driver arrives
 - If ride is more than 15 minutes after scheduled pick-up time, Member should call MTM

Getting Home

- After appointment, Member can expect driver to arrive no more than 30 minutes after scheduled return time
 - If Member is waiting more than 30 minutes after scheduled return time, they should call--Where's my ride: 1-844-549-8354
 - If Member did not schedule a return pick-up time, Member should contact MTM's reservation line after their appointment



Driver will have up to one hour from time of call to pick up Member

Member & Driver

■ Member

- Be thoughtful this may be a shared ride
- Bring travel equipment such as wheel chair or car seat
- No smoking or alcohol in vehicles

■ Driver

- Never smoke around Members
- Do not use cell phones unless in hands free mode
- Never touch members unless appropriate to do so



for assistance

QUALITY ASSURANCE

Focus on Quality

- HIPAA training and auditing
- Complaints, incidents and accidents
- Track and trend key performance indicators
- Contract compliance auditing
- MHPA Award for Fraud, Waste and Abuse program
 - Medicaid Health Plans of America
- URAC accredited



Recipient Satisfaction Surveys

- Statistically valid random sample of all Recipients selected for follow-up telephone survey
 - Includes evaluation of intake process, driver/vehicle performance and timeliness
 - Surveys are completed by 3rd party vendor and not MTM
- Surveys are reported on delegated monthly client summary reports



SERVICE MANAGEMENT PORTAL (SMP)

SMP for Medical Facilities

- User-friendly interface walks you through the process step-by-step
 - No paperwork required; enter trip request online
 - No call needed to MTM



The screenshot shows the MTM Service Management Portal login page. At the top left is the MTM logo. Below it, the text reads "Welcome to MTM's Service Management Portal" and "At this website, registered users can manage transportation services". A yellow box with a warning icon contains a "Special Notice:" section with the text "Special Notice Text Will Go Here!". On the right side, there is a login form with fields for "Username or Email Address" and "Password", a "Login" button, and links for "Register" and "Forgot Password?". An orange arrow points to the "Register" link. At the bottom, there is a green bar with the text "Powered by MTM" and a small logo. Below the bar, there is a copyright notice: "For questions about service requests, please contact (866) 907-1493. Copyright © 2013 MTM, Inc. All Rights Reserved."

- Saves time
 - Schedule trips when it's convenient
 - Printable, detailed, trip confirmation available immediately
- Easily Track Trips
 - Review scheduled trips and trip history
- Easily Manage Recurring Trips
 - Use SMP to schedule, check for expiration, reset or cancel recurring trips



Questions?

Feel free to contact us at:

[@ETO-WV](https://twitter.com/ETO-WV) [@mtm-inc.net](mailto:mtm-inc.net)